

The following are responses to questions posed during the two-day site visit.

**Q1. Reference to section II.3.5 of the Debries Removal: Does this section mean that the Contractor is required to remove the debris completely outside the served location using his/her own trucks on a regular schedule and doesn't mean that the removal will be to the debris disposal site inside the location?**

A1. II.3.5 states "the Contractor shall promptly remove collected debris and deliver properly assembled to an authorized disposal site". The authorized disposal sites are designated at each property.

**Q2. The NEC, is the service requested just gardening services or janitorial services as well?**

A2. Only gardening services are called for on the Embassy compound.

**Q3. Debries of NEC, is the removal of debris should be outside the location or just to disposal location inside NEC?**

A3. The Embassy compound has a designated disposal area inside the compound.

**Q4. Section II.3.7/ iv under Watering: " The Contractor shall program maintain and repair any automatic sprinkler systems, including below ground pipes and sprinkler systems, water pumps and sprinkler heads..." As this clause will have a considerable impact on the pricing, I would like to clarify does this means purchase of malfunctioning pumps, full repair or replacement of any malfunctioning irrigation network for the front areas (not including the back gardens? although its linked with the one network)?**

A4. 11.3.7 states "The Contractor shall provide, maintain and repair all residential above-ground irrigation systems, including hoses, drip mechanisms, portable sprinklers, nozzles, and other similar irrigation equipment for all locations."

11.3.7.iv states "the Contractor shall program, maintain and repair any automatic sprinkler systems, including below ground pipes and sprinkler systems, water pumps and sprinkler heads. The Contractor shall ensure that the timing and locations are set properly. The Contractor shall take into account the best hours to irrigate for maximum efficiency and water conservation."

**Q5. In the proposal package page 37 thru 44 is it required to be send with the bid quote?**

A5. Yes, with inclusion of the requested information where applicable.

**Q6. Is the cleaning of the swimming pool water included?**

A6. No cleaning of the pool itself is not included, however the area around the pool is included.

**Q7. Tennis Court at the Vilas**

A7. The tennis court at the Villas is part of the common areas and included in the contract.

**Q8. Does the maintenance and repair of the irrigation system falls on the contractor?**

A8. 11.3.7 states “The Contractor shall provide, maintain and repair all residential above-ground irrigation systems, including hoses, drip mechanisms, portable sprinklers, nozzles, and other similar irrigation equipment for all locations.”

11.3.7.iv states “the Contractor shall program, maintain and repair any automatic sprinkler systems, including below ground pipes and sprinkler systems, water pumps and sprinkler heads. The Contractor shall ensure that the timing and locations are set properly. The Contractor shall take into account the best hours to irrigate for maximum efficiency and water conservation.”

**Q9. What is the condition of the Irrigation system?**

A9. Currently, the irrigation systems are routinely maintained by the Embassy and should be in working condition upon turnover to the contractor.

**Q10. The issue for the Damas (one suggestion was that the trees are diseased and should be eliminated).**

A10. The complete removal of all damas trees is not included in this contract.

11.3.2.i.c states SHRUB / TREE CARE: “.....Remove dead and unsightly growth,” Damas shrubs that are dead and falling over should be removed. However, alive damas shrubs and damas shrubs not alive but still rooted in the ground and upstanding, shall be left in place.

**Q11. The complicated question about the garden at the back yards when there is no occupant the condition will vary from one yard to another?**

A11. Every resident has the responsibility to maintain their backyards and return them to the same condition upon departing as received when arriving. The variance between yards should not be great.

**Q12. Can a company bid on one services only?**

A12. No. This is a combined gardening & janitorial solicitation.

**Q13. Is it needed that the windows be cleaned outside also?**

A13. II.4.4.ix states “Removing any grease marks or fingerprints from walls, doors, door frames, radiators, windows and window frames, glass desk protectors, reception booths and partitions.”

**Q14. Confirm the contractor is NOT responsible to provide the following:**

- Hand Soap dispensers
- Hand Soap
- Tissue paper

- Toilet roll
- Hand roll
- Hand roll dispenser
- Garbage bags

A14. Please check Section I, Attachment 1 to Description / Specifications / Performance Work Statement, Government Furnished Property. Hand soap for the Club House toilets is also provided by government.

**Q15. Please reconfirm the contractor is responsible to provide the following as part of the services:**

**Plans**

**Lawn**

**Soil**

A15. II.7 states "MATERIALS AND EQUIPMENT. The Contractor shall provide all necessary gardening and janitorial supplies and equipment, including but not limited to rakes, lawn mowers, hoes, pitchforks, pruning sheers, ladders, fertilizers, water hoses, nozzles, portable sprinklers, mops, brooms, buckets, detergents, uniforms, gloves, shoes, etc. to perform the work identified in Section II."

**Q16. What is the size in square meters of the green area? and what is the number of pots inside the green areas?**

A16. The approximate area of the NEC is 39,000 square meters which is comprised of approximately 2,500 square meters of green areas, excluding the artificial turf on the north side of the NOB.

The backyards of the villas range in size from 330sqm to 440sqm.

ii.3.3.iii states "VIP Properties: In addition to the above, a minimum of 200 attractive plants / flowers will be planted and maintained at each VIP property, see section II.7. This will be a combination of various sized potted plants within the interior and exterior of the building, and plants in the banks of soil on the property.

**Q17. What is the floor type that requires dewaxing semiannually and annually? And what is the area size in sqm?**

A17 The floors in the Club House will require semiannual dewaxing and waxing.

**Q18. Is there a minimum or maximum number of workers required?**

A13. The solicitation does not specify the number of employees the contract shall employee. However, there shall be enough employees and alternate employees to ensure that all tasks are accomplished as required.

**Q18. As for cleaning of the windows , Is the contractor required to clean all VIP and common areas windows from outside and inside ?**

A18. II.4.4.ix states "Removing any grease marks or fingerprints from walls, doors, door frames, radiators, windows and window frames, glass desk protectors, reception booths and partitions."

**Q19. Is the contractor responsible for cleaning walls outside and inside the buildings ?**

A19. II.4.4.ix states "Removing any grease marks or fingerprints from walls, doors, door frames, radiators, windows and window frames, glass desk protectors, reception booths and partitions."

**Q20. Is the contractor responsible for cleaning stores, generators areas?**

A20. 11.4.1 states "The Contractor shall perform Janitorial Standard Services as detailed below in all designated common-area spaces within the compounds, including all outdoor and indoor areas."

**Q21. Is the kitchen in the club house operating and is inclusive in the areas the contractor require to clean? The cleaning of the kitchen requires deep and specific cleaning materials**

A21. 11.4.1 states "The Contractor shall perform Janitorial Standard Services as detailed below in all designated common-area spaces within the compounds, including all outdoor and indoor areas." The kitchen in the Club House common area is not operating on a routine basis, but requires to be kept clean from all dust and dirt.

**Q22. Will the contracting authority provide the contractor with a storage space for keeping the cleaning and gardening tools and materials?**

A22. Yes, the USG will provide storage space for tools and materials.

**Q23. Is the area in front of the building in the Town houses, included in the areas the contractor has to service in terms of gardening and cleaning?**

A23. 11.4.1 states ".....The Contractor shall also perform general cleanup of areas immediately outside the compound walls." This area falls under this category.

**Q24. Is the contractor responsible for cleaning roofs in the CMR?**

A24. No.

**Q25. Its mentioned in the RFP there will be 60 days for security check, does it mean the mobilization of the contractor should be 60 days and not less ? and if contractor hires a new worker, will he/she need 60 days security check before start working ?**

A25. We are hopeful that the new contractor will start the contract on January 1, 2020. However, the contractor must have employees who have already passed the security check. Yes, all new hires will require a 60-day security check.

11.16.1 states “....The Contractor shall include a list of workers and supervisors assigned to this project, including enough alternates.”

**Q26. For the submission of the proposal, technical and financial should be sealed separately or together ?**

A22. All documents should be submitted together in a sealed envelope.

**Q26. is the shed of the cars included in the cleaning.**

A23. Yes, the car shades are part of the common areas.